

Created	Branch	Topic	Comment	Notes
1/30/2021 13:28	Below	Below	Your website is stupid. Tried renewing my card today. Clicked on 'renewing' and entered my card number. First it wanted my date of birth, which it didn't need. Then it wanted my to verify I live here and can't use a driver's license. Keep in mind that this is a RENEWAL!!!! Let's fix this so I can use the site. Name is Ray at 480-329-5619	I called the patron at this day and time to apologize that he was unable to renew with our online form and explain why the components are needed and set up the way they are. The patron was upset on the phone and said the reasons were stupid. I did suggest he come into a branch to renew. He just repeated that the process was stupid and he shouldn't have to provide proof of his address.
1/29/2021 10:22	Civic Center	Computer/I	Submitted on yellow comment card 12/30/20 at Civic Center Library: That new express (15 min) computer where you sit down, tell that older lady that if anybody can stay on there as long as we want as long as nobody is waiting. Also please extend the reg. computers to 2 hrs. long usage, as 1 hour is not long enough but I do thank you and appreciate using the computer & library. Also get a DVD player that people can look at movies in the library. Also have Authors or Book teaching at this Library, How to write a Book & get it published.	Noted. Patron did not leave contact information or request follow up. Express computers are for one time use only even if there are no other patrons waiting. This is a challenge in terms of enforcement by library staff and we are working towards greater consistency among staff as much as possible.
1/29/2021 10:15	Civic Center	Customer S	Today I had the unfortunate opportunity to visit your Civic Center branch. We generally love the library and as a homeschooling family I am always looking for new opportunities for my kids. Today I reserved a 'study room' for myself as I needed to get some work done, however upon entering your branch I was not made to feel welcome. When I went to the front desk to ask the location of the study rooms the person told me to 'put my mask on' I simply replied "I have an exemption", and that should've been the end of it. Honestly, I never should've been asked about a 'mask'. I found the study room and began my work, not 10 mins later another staff member comes by and knocks on the door telling me to 'put on my mask'- 1. I'm alone in a room with the door closed-- plenty of physical distancing and 2. I already mentioned my exemption. Again I am forced to mention my exemption. Now I am getting slightly irritated but I continue on with my work. 10 minutes later yet another staffer shows up with some type of 'shield', again I say 'exemption' and she replies 'i know but you are required to wear a face covering'. NO I am not, and she finally leaves. This is becoming comical if it wasn't so annoying. Your third staffer knocks on my door- yes about the 'mask' I'm not wearing, in a private room, alone. Honestly, I'm feeling a bit singled out at this point and this person has the nerve to tell me 'well we are just trying to keep this library open' and closes the door. Enter employee #4 to which I say 'They all have been here- I have an exemption- she replies- oh you do, well we just want everyone to be safe'. I've in your building less than an hour and had 5 reminders about this mask, which legally I'm not required to wear. What is it with your staff, I gave up, as it was obvious I was not going to get any work done and left. I am well aware of the 'mask' rule but your staff does not seem to be educated on the law about exemptions Here is the letter to city mayors from the Arizona Center on Disability Law https://www.maricopa.gov/DocumentCenter/View/61311/Regulations-on-Face-Coverings#:~:text=All%20Places%20of%20Public%20Accommodation,other%20staff%20members%20are%20likely.In%20accordance%20with%20the%20City%20of%20Scottsdale%20Proclamation%20on%20June%202020%20and%20the%20CDC%20guidance%20for%20those%20who%20should%20not%20wear%20masks,(https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html#who-should-wear) And the Maricopa County Regulations for Face Coverings https://www.maricopa.gov/DocumentCenter/View/61311/Regulations-on-Face-Coverings#:~:text=All%20Places%20of%20Public%20Accommodation,other%20staff%20members%20are%20likely.In%20accordance%20with%20the%20City%20of%20Scottsdale%20Proclamation%20on%20June%202020%20and%20the%20CDC%20guidance%20for%20those%20who%20should%20not%20wear%20masks,(https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-guidance.html#who-should-wear)	Dear Jennifer, Thank-you for taking the time to share feedback about your recent visit to Civic Center Library. I can understand your frustration at being asked multiple times about wearing a face covering while visiting the library and I am genuinely sorry to hear that you left the library on Wednesday. I'd also like to apologize specifically for any staff member who indicated a face shield was required despite your medical exemption. Library staff have been trained to offer them as an alternative only. I will be following up with the library staff to reiterate this. I do want to take a moment to address each of your concerns. Library staff have been trained to request compliance with the Amended Regulations Requiring Face Coverings in Maricopa County and Mayor Ortega's Emergency Proclamation from 1-13-21 regarding a local face covering requirement in Scottsdale. We routinely ask all library patrons who enter the library without a face covering or wearing a covering that does not cover both mouth and nose for their compliance with the requirement while in the library. Our staff are also trained and aware that some library patrons, such as yourself, have a medical exemption to wearing a face covering, as outlined in both the Maricopa County regulations and the Emergency Proclamation issued by the mayor. As an accommodation, our staff routinely offer a face shield to patrons with a medical exemption to wearing a face covering as a courtesy. It is not required, we simply offer it as an alternative option for a patron while visiting the library for the health and safety of themselves and others. Due to the current public health emergency, face coverings which cover both mouth and nose are required while using the library, including within the library study rooms, except in the case of a medial exemption. The study rooms are used many times each day by many different people so for the health and safety of all library patrons and staff, the mask requirement applies even when a patron is using a study room on their own. Library staff are trained to remind patrons of this and there is signage posted to this effect in each study room and throughout the library.
1/28/2021 12:43	Mustang	Customer S	I was at the drive thru today picking up two books. I also had a book to return. I asked politely to return the book. She said slot behind where to return but I will take it this time. I was in the drive thru. Rude lady and I will not be returning. I would highly suggest hiring friendly people.	No response requested. We do ask patrons to return in the drop box to limit contact and to keep all materials that need to be checked in together, however, we accept materials at the window as needed.
1/28/2021 12:42	All Branches	Hours of Op	Open OUR LIBRARIES!!!! A TAX PAYER!!!!	Noted.
1/27/2021 11:27	Arabian	Donation of	In the past I have donated magazines and books; are you still accepting donations during C19 and, if so, please advise as to how I can do this. Thank you.	
1/23/2021 11:26	Civic Center	Programs/E	Attended today's Virtual Book club discussion of Love in Time of Cholera. Wonderful experience!!! I really appreciate the opportunity to participate on the weekend. There are plenty of us who are still working beyond retirement age and can't attend during weekday daytimes, so thanks so much. Susan Griffin	Noted with pleasure and shared with staff who led this discussion as well as Adult Services Coordinator. Patron did not leave contact information or request follow up.

1/21/2021 11:45	Appaloosa	Customer S	If you would follow the format of Phoenix Public Library for notifying patrons of when books are due instead of one text that simply says I am past due and not even telling me what books. Your notification system should be improved.	Unfortunately this patron did not leave any contact information as I would have like to tell here that we do send a courtesy notice (via text or email) to inform patrons that their items are about to be due. (Sky Larsen)
1/20/2021 13:52	Appaloosa	Library Mat	Do you have a program in which I can sign out a audio book to my telephone? If so, how do I return it? Thanks.	Spoke to the patron this morning and she is all set to start using our digital audio books. She was grateful for this service being available. (Sky)
1/17/2021 14:38	All locations	Hours of Op	Schools are open-a good thing-so it's time to reopen libraries. If not, at least have some Sunday hours for drive-thru service. Cheers	
1/15/2021 10:21	Civic Center	Customer S	<p>Received by direct email from patron: Hello there,</p> <p>We wanted to share with you our love for our library! Our family moved to Scottsdale from the East Valley when our oldest was 2 years old. We started frequenting the Civic Center Library (closest to our home) after his sister was born for music classes and storytime. When he was in 2nd grade he caught the reading bug. Since then we have been frequent visitors. It became a right of passage for our children to get a library card of their own in Kindergarten. Several of your librarians have heard me joke that we don't have a PS or an Xbox, but my kids each have their own library card.</p> <p>In the last year, the library has been a lifeline! Our older two, now in 3rd and 6th grade, are both voracious readers. We have used the hold/request system A LOT. We have also tried and come to love bookmates. Even our youngest now in Kinder with a card of his own love to pick and request books. Whenever we are in, the kids ask the librarian on duty for help finding something new or something that interests them and they are always eager to help. The staff is always friendly and accomodating. It is clear they enjoy their job and appreciate having young people come in that still love to read.</p> <p>We have often maxed out our allowance and are sometimes late returning books, but please do know that we love and really appreciate our library!</p> <p>Thank you. Sara Seeburg Grateful Mom to happy readers</p>	<p>Dear Ms. Seeburg,</p> <p>Thank-you so much for taking the time to share your positive feedback about Scottsdale Public Library. It is a true pleasure to hear how you and your children have enjoyed using the library over the years, especially through the challenges of the last year. We really take great pride in the hard work and creativity of the SPL staff who implemented programs and services such as Bookmates Jr., virtual storytimes, Grab and Go bundles, and more to find new ways to serve the community during the pandemic. It is wonderful to hear that these initiatives are reaching your family and making a difference. I will share your heartfelt comments and thanks with the staff at Civic Center Library.</p>
1/14/2021 11:03	Appaloosa	Customer S	Thank you so much for providing such easy processes for placing holds your website, picking up books at the drive-thru and downloading e-books. The library is doing a great job and has been a lifesaver!	Noted with pleasure. (Sky Larsen)
1/5/2021 15:37	Appaloosa	Outside Wi	Would like to have access to strong WiFi on the outside of the Appaloosa library. Probably 75 feet from the drive up Window and would like to be able to use the WiFi.	1/6/21 Left a message for the patron to share that we are currently unable to make any changes to WiFi coverage. When I spoke to him yesterday, I had suggested that patrons had been able to pick up a signal near the Appaloosa front doors. Invited him to call me to discuss further. (Sky)
1/4/2021 11:57	Online Learn	Library Mat	<p>Hello,</p> <p>I had been using the Gale Presents Udemy courses up until Friday, January 1st. Now it seems to no longer be available. Would you please consider adding it back as a service?</p> <p>I know you have the "Universal Class" but there are only 500 courses on it and tens of thousands are available on Udemy.</p> <p>Thanks!</p>	Bethany followed up with patron on 1/4 and let her know that we had not subscribed to Udemy and Universal Class is our adult education option.